

**P & P NO.**

7-4

EFFECTIVE DATE

June 15, 2011

SUPERSEDES NO.

25-7350

October 2008

Traffic Manual

PREPARED BY

Business Development Manager

SUBJECT

Official Business Pass

APPROVED BY

General Manager

I. PURPOSE

To establish when and how official business passes for shoreside personnel and other authorized individuals may be authorized, issued and used.

II. POLICY

It is the Alaska Marine Highway's policy that an official business pass will be made available for AMHS managers and staff for travel in an official capacity as well as non-AMHS employees for AMHS-related business travel.

III. ORGANIZATIONS AFFECTED

JRCC, All Terminals, All Vessels

IV. REFERENCES

P&P 4-1 Ticket Sales & Authorization
Reservation Management System Procedure Manual

V. FORMS

[7-4A Travel Authorization Request Form](#)

VI. DEFINITIONS

Confirmed Space: Confirmed space is a term used to describe positive pass travel on the Marine Highway.

Pass: A document that allows the bearer to travel at a reduced rate. Various types exist.

Positive Pass: A positive pass is confirmed space, however it does not imply that passenger, vehicle, cabin and/or meals are included. The ticket, letter of agreement or memorandum of introduction or manifest remark shall indicate the included items.

RMS: Reservation Management System.

Space Available: Passenger or vehicle does not have a guaranteed space reservation and will be accommodated only if there is space available after all confirmed space passengers, vehicles or cargo have been loaded. Travel may be interrupted and vehicle (and driver) forced to disembark short of their destination to accommodate full fare paying traffic. When faced with such a situation, a customer cannot then decide to discontinue the space available travel and pay the fare.

TA: Travel Authorization Form.

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VII. RESPONSIBILITIES

- A. General Manager (or designee):
 - 1. Authorizes issuance of Official Business Pass.
- B. AMHS Manager:
 - 1. Requests travel for an employee or other designated person, usually in the form of an email.
- C. AMHS Department/Section Designee:
 - 1. Approves, in writing (usually in the form of an email), a manager's request for office business pass travel for an employee or other designated person.
 - 2. Submits written request, usually in the form of an email, to the Juneau Reservation Call Center - Traffic Manager (or designee).
- D. Traffic Manager's Office:
 - 1. Confirms itinerary for requested travel.
 - 2. Issues Official Business Pass Card or Office Business Pass, as appropriate.
- E. Ticket Agents:
 - 1. Verifies identification of pass traveler.
 - 2. Issues confirmed ticket to pass traveler.

VIII. PROCEDURE

- A. Office Business Pass Types:
 - 1. Official Business Passes (See Attachment A) are issued in two forms.
 - a. Long-term Official Business Pass Card – Issued by the Traffic Manager's office (in the form of an annual pass card) with identifying pass number and customer record.
 - b. Short-term Official Business Pass Number - The Pass Desk may issue an Official Business Pass number that is valid for a specific itinerary.
 - 2. Official Business Passes are available to shoreside personnel and authorized individuals.
 - 3. Official Business Pass cards are issued to AMHS managers and staff for travel in an official capacity.
 - 4. Card holders may authorize use of their pass number on an as needed basis to their staff or non-AMHS employees when deemed in the best interest of the State.

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<div data-bbox="284 201 1477 268"> <p>5. Authorized individuals that travel infrequently may be issued an Official Pass number (not card) for use on a specific itinerary.</p> </div> <div data-bbox="164 304 545 333"> <p>B. General Guidelines:</p> </div> <div data-bbox="284 371 1523 1673"> <ol style="list-style-type: none"> 1. Passenger, vehicle and cabin space authorized to hold confirmed space is eligible to make advanced reservations for official business pass only. 2. AMHS employees traveling on official business shall be provided a stateroom and be allowed to sign meal tickets with the notification "Official Business". 3. Intentional violation of these procedures will be deemed sufficient justification for revocation of the annual pass and possible employee disciplinary action. 4. Examples of non-AMHS employees traveling on Official Business Pass include, but not limited to: <ol style="list-style-type: none"> a. factory technicians b. U.S. Weather Service c. Alaska State Troopers d. U.S. Forest Service (USFS) naturalists e. U.S. Fish and Wildlife (USF&W) interpreters f. Alaska Department of Fish and Game (ADF&G) staff or representatives 5. An Official Business Pass card will not be issued to non-AMHS individuals, however, the applicable Official Business pass will be posted on the payment screen. 6. The Traffic Manager, or designee will determine the extent of coverage for non-AMHS individuals based on the current contracts in place with government agencies. Official Business Pass coverage varies by pass user. For example: <p>Shoreside employees - Personal passage, stateroom, meals. Vehicle approved when necessary with approval only by System Director.</p> <p>USFS, USF&W, ADF&G - Personal passage, stateroom, meals, vehicle when necessary.</p> <p>Alaska State Troopers - Personal passage, stateroom, vehicle, on a space-available basis.</p> </div> <div data-bbox="164 1709 756 1740"> <p>C. Official Business Plan Authorization:</p> </div> <div data-bbox="284 1778 1484 1877"> <ol style="list-style-type: none"> 1. When a manager is requesting travel for an employee or other designated person the manager must get written approval, usually in the form of an email, from their department designee. </div>		

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2. The section designee will submit written request, usually in the form of an email, to the Juneau Reservation Call Center.
3. The Juneau Reservation Call Center will be confirmed the itinerary.
4. The Official Business pass will be posted by the Traffic Manager or Designee (Reservation Specialist).
5. Authorization for issuance of ticket(s) will be either presentation of the Official Business Pass card by the employee (named on the card) or by an email message to the terminal of departure and vessel(s).

D. Ticketing Official Business Pass Travel:

1. The ticket agent will require identification of the individual traveling.
2. When properly identified, the ticket agent will proceed to issue a confirmed ticket. The form of payment will be "OP" and the Official Business Pass number.
3. The ticket may be stamped "POSITIVE PASS" to indicate travel is on a confirmed status.
4. A ticket issued against an Annual Pass will not be refunded.
5. All tickets must be accounted for and unused tickets must be turned in to an AMHS ticket office to be returned in RMS to the itinerary. This closes all transactions of the itinerary and provides accountability for audits.
6. Unused tickets shall be returned to the itinerary and the balance adjusted off.
7. Failure to return unused pass tickets may result in suspension of future pass privilege and/or disciplinary action.

IX. ANNUAL REVIEW DATE / LEAD REVIEW

This P&P will be distributed to the Business Development Manager for review on April 1, 2015.

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ATTACHMENT A

Sample Official Business Pass Card

<div data-bbox="284 598 376 693"> </div> <div data-bbox="459 615 794 669"> <p>Alaska Marine Highway System Official Business Pass</p> </div> <div data-bbox="225 730 475 758"> <p>Name: Name and Title</p> </div> <div data-bbox="225 789 651 816"> <p>Pass Number: 00000 Payor ID#</p> </div> <div data-bbox="225 877 771 905"> <p>Pass holder's signature (ink) _____ Approved</p> </div> <div data-bbox="225 938 638 993"> <p>I hereby agree to conditions reverse hereof. Valid only with authorized signatures.</p> </div>	<p>The State Employee indicated on the reverse side hereof (or designee) may accept transportation benefits when traveling in official state capacity. In addition to passenger transportation, other benefits i.e. cabin, meals, or a vehicle may be included if deemed in the best interest of the state.</p> <ul style="list-style-type: none"> • Pass Privileges are subject to review. • Passes will be surrendered at time of termination with Alaska Marine Highway. • I accept the foregoing conditions and subscribe to the statements therein.
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